



# EXHIBITOR ORDERING GUIDE



Prepared exclusively for:

**STAR 2009**  
Statewide Training AND  
Resources Exposition

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Boston Convention &  
Exhibition Center



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## Introduction

### **On behalf of the Massachusetts Convention Center Authority, welcome to Boston!**

We are excited to have you exhibit at our state-of-the-art facilities and look forward to helping you prepare your exhibit space. At the MCCA, we strive to provide you with quality services to ensure both a successful and an enjoyable experience.

This Ordering Guide is designed to make planning and ordering easy for all exhibitors. Each service section contains the following:

- Description of services & equipment and pricing;
- Installation & Connection information;
- Terms & Conditions, and;
- Frequently Asked Questions.

In addition to the orderable services listed in this guide, the MCCA also offers the following services for you to take advantage of on-site:

- Exhibitor Service Desk with assigned Event Associate
- Internet Help Desk
- Free Wireless Internet Service
- Business Center
- FedEx Kinkos

If after reading this guide you have any unanswered questions, please contact MCCA Exhibitor Services at **617-954-2230** or **exhibitorservices@massconvention.com**, and we will be happy to assist you!

## **General Information**

### **Ordering Policies & Procedures**

**Pricing** - Discount and Standard rates are available for most services. To qualify for the discount rate, order requests and payment must be received 21 days prior to the show opening. Standard rates will apply to orders received after this discount cut-off date.

**Ordering** - Exhibitors are encouraged to submit orders online at our secure and easy-to-use website, [www.massconvention.com](http://www.massconvention.com). Credit card payment is required for all online orders. Exhibitors who prefer to mail in their orders and pay by check will find our Service Order Forms at Appendix A of this guide. No telephone or facsimile orders will be accepted.

Exhibitors should be aware of the following when placing orders:

- All payments must be in US currency;
- The date payment is received determines the applicable rate (see Pricing above);
- Incomplete order or payment information will delay processing;
- Booth number(s) must be identified on all order forms.

**Payments** - Payment for services must be received in advance. Service will be scheduled and delivered only after payment is received. All outstanding charges must be paid before the close of the show.

**Refunds** - Claims for refunds must be submitted by the exhibitor to MCCA Exhibitor Services prior to event close. Credit will not be given for services installed and not used.

### **General Terms & Conditions**

- All booth number changes must be communicated by the exhibitor to MCCA Exhibitor Services prior to exhibitor move-in. Additional charges may result, if services must be moved after initial set-up.
- All equipment and material furnished by the MCCA shall remain the property of the MCCA and shall be removed only by MCCA personnel.
- Standard wall outlets and other permanent building outlets (e.g., electrical, telephone, plumbing, etc.) are not part of the booth space and may not be used by anyone other than MCCA personnel or designated service provider.
- Service connections must be made by MCCA personnel or designated service provider.
- Connection services generally cover the installation of service to the booth area in the most convenient manner to the MCCA.
- All equipment must comply with state and local safety codes. MCCA will refuse connection to any equipment that constitutes a safety hazard.
- Unless otherwise directed, MCCA personnel are authorized to cut floor coverings to permit installation of services.

## Electrical Services

The MCCA offers a variety of electrical services through our experienced in-house team of electricians.

### **Standard Connections (120 volt power)**                      **Discount**                      **Standard**

**0-500 Watt Single Outlet .....**\$95.00.....**\$119.00**

One 5 amp circuit and one receptacle or plug point

**501-1000 Watt Duplex Outlet .....**\$120.00.....**\$150.00**

One 10 amp circuit and two receptacles or plug points

**1001-2000 Watt Quad Box .....**\$150.00.....**\$187.00**

One 20 amp circuit and four receptacles or plug points

**2001-4000 Watt Quad Box .....**\$170.00.....**\$212.00**

Two 20 amp circuits and four receptacles or plug points

### **Special Connections (208 volt & 480 volt power)**                      **Discount**                      **Standard**

Unless otherwise indicated in parentheses ( ), all special power connections will be hard-wire connected. To order Three Phase 100 Amp service and higher, please contact MCCA Exhibitor Services for availability.

**208V Single Phase 30 Amp (Nema L21-30P).....**\$250.00 .....**\$312.00**

**208V Single Phase 60 Amp.....**\$475.00.....**\$594.00**

**208V Single Phase 100 Amp.....**\$775.00.....**\$969.00**

**208V Three Phase 30 Amp (Nema L21-30P).....**\$450.00 .....**\$562.00**

**208V Three Phase 60 Amp.....**\$695.00 .....**\$869.00**

**208V Three Phase 100 Amp .....**\$1,150.00.....**\$1,437.00**

**208V Three Phase 200 Amp .....**\$2,350.00.....**\$2,937.00**

**208V Three Phase 400 Amp .....**\$4,150.00.....**\$5,187.00**

**480V Three Phase 30 Amp .....**\$750.00.....**\$937.00**

**480V Three Phase 60 Amp .....**\$1,300.00.....**\$1,625.00**

**480V Three Phase 100 Amp .....**\$2,400.00.....**\$3,000.00**

**480V Three Phase 200 Amp .....**\$4,770.00.....**\$5,962.50**

<u><b>Additional Electrical Services &amp; Equipment</b></u>	<u><b>Discount</b></u>	<u><b>Standard</b></u>
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<b>30' Round Extension Cords .....</b>	<b>\$30.00.....</b>	<b>\$37.00</b>
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30' round, yellow extension cords for use in exhibit booths. Each cord has three, three-prong receptacles on the end.

<b>24 Hour Power.....</b>	<b>Add 50% to initial connection rate</b>
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If booth equipment requires electricity 24hrs a day, then the exhibitor should order 24Hr power. In general, electrical service begins half an hour before the show and ends one hour after the show closes.

<b>Overhead Power.....</b>	<b>Add 100% to initial connection rate</b>
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Overhead power is available upon approval by the MCCA:

- At the JB Hynes Convention Center, overhead 120v electrical service is available in Halls A, B, C and certain areas of Hall D and Auditorium.
- At the Boston Convention & Exhibition Center, overhead 120v electrical is limited due to the ceiling heights. Overhead service is available under the low mechanical roof on the East and West sides of the Halls.
- If an overhead sign, truss, banner or other rigged item requires overhead 120v power, the MCCA can provide this service in any area of the Hynes or BCEC.
- If an overhead sign, truss, banner or other rigged item requires overhead 208v or 480v power, the MCCA can provide this service in limited areas of the Hynes and BCEC. Please contact the MCCA Exhibitor Services team for availability.

### **Installation & Distribution - Electrical**

- MCCA Electricians will provide the initial electrical power source.
- Electrical Service is brought from the nearest column or floor port into the booth. The electrical outlets or boxes are placed in the rear of the booth along the pipe & drape line.
- Electrical boxes are left accessible inside floor ports for island booths with no pipe and drape lines and no columns in their booth space.
- For 208V & 480V connections, we require floor plans so that we may provide the electrical service in a convenient location within the booth.
- Exhibitors are responsible for distributing their own 120V electrical cords and plugging in their booth equipment. Exhibitors may choose to:
  - Hire labor from the General Service Contractor;
  - Hire a third-party Installation & Dismantle (I&D) team to perform the distribution work;
  - Bring their own company electrician to perform distribution and hard wire connections as long as he/she is a full-time employee of the exhibiting company.

### **Terms & Conditions - Electrical**

- The MCCA is the exclusive provider of electrical service. All electrical equipment shall remain the property of the MCCA and may not be installed or removed by anyone other than MCCA personnel.
- All services listed include labor to install and remove said service. Rates do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If an exhibitor requires additional electrical labor outside of the standard service, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice:
  - Monday-Friday 8am-4pm (except holidays) **\$70.00**
  - All other times, including holidays **\$105.00**
- The use of open clip sockets, duplex or triplex attachment plugs, latex or lamp cord is prohibited. All cords must be of the 3 wire grounded type and UL approved. Any exposed non-current carrying metal parts of fixed equipment must be grounded.
- Electrical equipment must be properly tagged and wired with complete information as to type of current, voltage, phase, cycle, horsepower, etc.
- The MCCA cannot be responsible for voltage variations of the power company.

### **Frequently Asked Questions – Electrical**

#### **If the MCCA doesn't run my electrical cords, and I can't do it myself, who should I send my electrical layout plan to?**

If you have booth floor plans that include electrical layouts, you should share that information with your preferred setup personnel. If you are working with a third-party exhibit company, they may run the cords for you. If you need to hire labor to run cords for you, the show's General Service Contractor can help you. Typically, the General Service Contractor will include an Electrical Cord Labor Form in the Exhibitor Kit. The MCCA is happy to keep any floor plans on file for reference. In fact, we recommend that you forward your electrical layouts to Exhibitor Services for all 208V and 480V connections so that we may place the initial drop in the most convenient location possible.

#### **How do I know if I need a 208V or 480V connection?**

Most exhibitors do not require special connections like a 208V or 480V connection. Many times, these types of electrical services are required for heavy equipment and/or specialized machinery. Kindly consult with the equipment manufacturer, name plate rating or installation technician for specific details. Exhibitors who bring their own distribution panels may need one of these special connections.

**How do I know how much power I need to order?**

When determining how much power to order for a booth, it is helpful to know how much total power is required for the equipment in your booth space. Below, we have outlined some standard electrical requirements (requirements may vary).

Standard Laptop.....	250-550 watts
Standard Desktop PC.....	400-700 watts
Standard Plasma TV.....	300-400 watts

Items like laptops, standard booth lights, and televisions may be grouped together on one circuit provided they do not exceed the overall limit of the circuit or the surge protection device. There is some equipment that requires its own circuit to run properly. For example, a microwave or refrigerator requires its own dedicated circuit, so a laptop and refrigerator should not use the same power source.

**I am an International Exhibitor and my equipment requires a converter to step down from 220V to 208V. Can I rent a converter from the MCCA?**

The MCCA does not rent or supply power conversion equipment. Exhibitors are required to bring their own to the show.

**I can't find 208V or 480V overhead service listed on your online ordering site. How can I order this service?**

208V & 480V overhead services are limited in our convention centers. All requests for such connections must be approved by an MCCA electrician. To discuss availability, please call the MCCA Exhibitor Services Department. Once approved, an Exhibitor Services Associate will assist you in placing your order.



## Cleaning Services

The MCCA offers a variety of cleaning services through our exclusive service contractor, UNICCO.

<b>Cleaning Services (Per sq ft. per day)</b>	<b>Discount</b>	<b>Standard</b>
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<b>Initial Vacuum or Mopping .....</b>	<b>\$0.25.....</b>	<b>\$0.31</b>
Service includes one-time vacuum or mop prior to the first event or show day		

<b>Daily Vacuum or Mopping.....</b>	<b>\$0.17.....</b>	<b>\$0.21</b>
Service includes vacuum or mop prior to each event or show day, including the first show day, as well as nightly wastebasket emptying. Note: The MCCA does not provide wastebaskets for exhibitors.		

<b>Daily Vacuum or Mopping + Porter Service.....</b>	<b>\$0.40.....</b>	<b>\$0.50</b>
Service includes vacuum or mop prior to each event or show day, including the first show day, as well as wastebasket emptying and booth sweep throughout show hours as needed. Note: The MCCA does not provide wastebaskets for exhibitors.		

<b>Shampoo Service .....</b>	<b>\$0.35.....</b>	<b>\$0.44</b>
Shampoo service should be ordered for the night before the first show day to ensure that the carpet has adequate drying time.		

### **Terms & Conditions - Cleaning**

The MCCA, through its cleaning contractor UNICCO, is the exclusive provider of all cleaning services.

### **Frequently Asked Questions – Cleaning**

**Will my booth be automatically vacuumed or mopped prior to the first show day?**  
Exhibitor booths will not be vacuumed or mopped unless the service is ordered through the MCCA prior to the show opening.

**Do I need to order both the Initial Vacuum and the Daily Vacuum if I want my booth to be vacuumed everyday including the first show day?**

No, it is only necessary to order one vacuuming/mopping service. Daily Vacuum/Mop *includes* the initial, first day service. The Daily + Porter Service also includes the initial, first day service. Shampoo service, on the other hand, may be ordered alone or partnered with any other cleaning service.

**Why is the rate on your website different from the rate listed above?**

The service rates are the same on both the form and the online order page; they are just presented differently. The form shows the daily unit price for the service, while the online page shows the total price for the duration of the show.

**If I order cleaning service, when can I expect my carpet to be cleaned?**

If the show you are attending opens in the morning, all of the cleaning usually occurs the night before the show opening. If the show opens in the afternoon, all of the cleaning usually occurs in the morning before show opening. Our cleaning staff will not remove visqueen (the plastic covering) from your carpet; exhibitors are responsible for removing their own visqueen.

## Telephone Services

The MCCA offers a variety of telephone services through our experienced in-house team of telephone technicians.

Standard Telephone Services	Discount	Standard
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<b>Single-Line Service (Analog)</b> .....	<b>\$260.00</b> .....	<b>\$325.00</b>
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Service includes one phone number and a complimentary simple handset. Line usage will be charged separately.

<b>Multi-Line Service (Digital)</b> .....	<b>\$395.00</b> .....	<b>\$493.75</b>
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Service includes one phone number with multiple line appearances and rental of one digital display phone. Equipment must be returned at the close of the show. Line usage will be charged separately.

<b>Speaker Phone Service (Analog)</b> .....	<b>\$310.00</b> .....	<b>\$387.50</b>
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Service includes one phone number and rental of one speaker phone. Equipment must be returned at the close of the show. Line usage will be charged separately.

<b>Polycom Speaker Phone Service (Analog)</b> .....	<b>\$360.00</b> .....	<b>\$450.00</b>
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Service includes one phone number and rental of one polycom speaker phone. Equipment must be returned at the close of the show. Line usage will be charged separately.

<b>Fax Machine Phone Service (Analog)</b> .....	<b>\$410.00</b> .....	<b>\$512.50</b>
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Service includes one phone line and rental of a plain paper fax machine equipped with copy capabilities. Line usage will be charged separately.

Line Usage.....	Per rates below
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Exhibitors are responsible for all calls made on their phone lines. Line usage will be billed at the close of the show to a credit card supplied prior to show. Rates are as follows:

- Collect, Local & Toll Free calls are billed at \$0.50 per call for every increment of 15 minutes or less (e.g., 14 minute call = \$0.50, 26 minute call = \$1.00).
- Interstate long distance calls are billed a \$1.00 service charge per call, plus charges for calls and applicable taxes.
- International calls are billed a \$4.50 service charge per call, plus charges for calls and applicable taxes.

<u><b>Additional Telephone Services &amp; Equipment</b></u>	<u><b>Discount</b></u>	<u><b>Standard</b></u>
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<b>Call Waiting (per phone line).....</b>	<b>\$50.00</b>	<b>.....\$62.50</b>
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Allows user to know when another call is coming in.

<b>Voice Mail (per phone line).....</b>	<b>\$50.00.....</b>	<b>\$62.50</b>
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Allows user to setup a custom greeting and receive messages from incoming callers.

<b>ISDN/BRI Service .....</b>	<b>\$300.00.....</b>	<b>\$375.00</b>
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ISDN lines support video and CODEC applications. ISDN lines can be arranged by contacting Exhibitor Services two weeks prior to show. Exhibitors can select one of two long distance carriers: AT&T or MCI. Line usage will be billed per the selected carrier's rate after the close of the show.

<b>Polycom Videoconference Rental w/IP Connect Service .....</b>	<b>\$1,100.00.....</b>	<b>\$1,600.00</b>
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This service is used to connect from the MCCA's facility to an external/remote site with like IP video conferencing capabilities. Service includes IP connectivity for video conferencing. The distant video equipment must be IP compatible.

<b>Polycom Videoconference Rental w/ISDN .....</b>	<b>\$2,000.00.....</b>	<b>\$2,500.00</b>
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This service is used to connect from the MCCA's facility to an external/remote site with like ISDN video conferencing capabilities. This service includes three 128k ISDN lines. Line usage will be billed per the selected carrier's rate after the close of the show.

### **Installation & Connections - Telephone**

- Telephone Service is brought from the nearest column or floor port into the booth.
- MCCA phone technicians typically provide a line that is long enough to run anywhere in your booth. Exhibitors may have their preferred setup personnel run their phone cord(s) under the carpet to desired locations, or they may hire the general service contractor to do so.
- All telephone equipment can be picked up at the MCCA Exhibitor Services Desk.

### **Terms & Conditions - Telephone**

- The MCCA is the exclusive provider of all telephone services. All telephone equipment shall remain the property of the MCCA and may not be installed or removed by anyone other than MCCA personnel.
- All MCCA telephone equipment (except simple analog handset) must be returned to the MCCA Exhibitor Service Desk at the close of the show. Failure to return MCCA phones will result in a replacement fee.

- All services listed include labor to install and remove said service. Rates do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If an exhibitor requires additional telephone labor outside of the standard service, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice:
  - Monday-Friday 8am-4pm (except holidays) **\$80.00**
  - All other times, including holidays **\$120.00**

### **Frequently Asked Questions – Telephone**

#### **How do I know if I need a single-line or a multi-line service?**

Single-line phones are just like most household phones. They can be used for fax lines, credit card machines, standard telephones, and even to dial-up internet service (although we do not recommend this method of internet connectivity).

#### **I have a wired credit card machine. Do I need to program anything specific for the machine to work on your single-line service?**

Yes. Please preprogram your machine to dial-9 before it dials your credit card company's number.

#### **How do I receive my phone number, dialing instructions, billing information and phone/fax equipment?**

Please visit the MCCA Exhibitor Services desk onsite to pick up your equipment and /or to supply a credit card for line usage. At this time you will receive assigned phone numbers, dialing instructions and billing information.

#### **How can I place restrictions on my phone line?**

If you wish to place restrictions on a phone line, (e.g., local and toll-free outbound calls only), please contact MCCA Exhibitor Services prior to move-in to submit this request. Otherwise, all phones will be installed as unrestricted lines.

## Internet & Technical Services

The MCCA offers a wide variety of Internet and technical services through our experienced in-house team of technicians.

### Wired Internet Connections

Exhibitors who order wired internet drops are provided with one internet connection and assistance, as needed, from our Internet Help Desk staff. All MCCA Internet services include one initial line regardless of how many IPs come with the service. To have more than one computer connected at one time, exhibitors may bring their own switch or hub device and cables, or they may rent a switch from the MCCA.

<b><u>Automatic Configuration</u></b>	<b><u>Discount</u></b>	<b><u>Standard</u></b>
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Automatically configured lines are designed to “plug & play.”

<b>200 Kbs Shared Service .....</b>	<b>\$800.00.....</b>	<b>\$1,000.00</b>
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This is a shared service with two (2) private IP addresses. Other exhibitors who have ordered the 200 Kbs will share the same network. We recommend this service for a casual user looking to showcase a simple product webpage or browse the internet.

<b><u>Manual Configuration</u></b>	<b><u>Discount</u></b>	<b><u>Standard</u></b>
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Manually configured services require some data entry of IP addresses into the computer before the computer may access the internet.

<b>300 Kbs Managed Service .....</b>	<b>\$1,175.00.....</b>	<b>\$1,468.75</b>
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The 300 Kbs comes with 1 public IP address for use on one computer with the option to purchase additional IPs for additional computers. We do not recommend adding more than 4 additional IPs to the 300 Kbs. If exhibitors require more than 5 computers, we recommend upgrading to the next wired service.

<b>500 Kbs Managed Service .....</b>	<b>\$1,700.00.....</b>	<b>\$2,125.00</b>
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The 500 Kbs has more bandwidth than the 300 Kbs and includes 11 public IP addresses, a private VLAN, and subnet.

<b>750 Kbs Managed Service .....</b>	<b>\$2,500.00.....</b>	<b>\$3,125.00</b>
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The 750 Kbs has more bandwidth than the 500 Kbs and includes 18 public IP addresses, a private VLAN and subnet.

<b>1.54 Mbps Managed Service .....</b>	<b>\$5,050.00.....</b>	<b>\$6,312.50</b>
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The 1.54 Mbps service is equivalent in bandwidth to a T-1 line, or a DS1 line. This service includes 27 public IP addresses, a private VLAN and subnet. The 1.54 Mbps can carry both voice and data traffic.

<b>5 Mbps Managed Service .....</b>	<b>\$10,000.00.....</b>	<b>\$12,500.00</b>
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The 5 Mbps has more bandwidth than the 1.54 Mbps service and includes 250 public IP addresses, a private VLAN and subnet.

<b>Additional Services &amp; Equipment</b>	<b>Discount</b>	<b>Standard</b>
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<b>Additional Public IP Address .....</b>	<b>\$125.00.....</b>	<b>\$156.25</b>
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This service is available only with our managed services. It allows for any additional device to be networked into that same wired service using a switch and cables. The MCCA does not supply additional cables with this service.

<b>Copper Patch / Booth to Booth Connection .....</b>	<b>\$320.00.....</b>	<b>\$400.00</b>
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Copper Patch is a method of connecting computers or network equipment that may be in different locations in the facility. Copper patches can transmit data, audio, and video.

<b>Fiber Patch / Booth to Booth Connection .....</b>	<b>\$470.00.....</b>	<b>\$587.50</b>
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Fiber Patch is a method of connecting computers or network equipment that may be in different locations in the facility. Fiber patches can transmit data, audio, and video.

<b>Extend Outside T1 or T3 Service .....</b>	<b>\$1,000.00.....</b>	<b>\$1,200.00</b>
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With this service, the MCCA will extend an outside T1 or T3 service from our demarcation point to the Exhibitor booth. Exhibitor is responsible for making all arrangements from the outside service provider (e.g., Verizon, ATT, etc.).

<b>Switch Rental - 8 Port.....</b>	<b>\$80.00.....</b>	<b>\$100.00</b>
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Service includes rental of a switch, which connects up to 8 computers or devices together, giving all access to the internet service ordered.

<b>Switch Rental - 24 Port.....</b>	<b>\$120.00.....</b>	<b>\$150.00</b>
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Service includes rental of a switch which connects up to 24 computers or devices together, giving all access to the internet service ordered.

<b>25' CAT 5e Cable.....</b>	<b>\$40.00.....</b>	<b>\$50.00</b>
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<b>50' CAT 5e Cable.....</b>	<b>\$55.00.....</b>	<b>\$68.75</b>
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<b>100' CAT 5e Cable.....</b>	<b>\$90.00.....</b>	<b>\$112.50</b>
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<b>Technical Services</b>	<b>Discount</b>	<b>Standard</b>
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<b>Cable TV Service.....</b>	<b>\$225.00.....</b>	<b>\$281.25</b>
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Cable TV service is basic business cable service provided by Comcast Cable. Service is provided to booths from floor boxes or columns.

<b>Broadcast Video Service via TV-1.....</b>	<b>\$2,000.00.....</b>	<b>\$2,500.00</b>
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TV-1 provides a one-way transport of a single video signal and up to four associated 15 kHz audio signals. The service eliminates the need for broadcasters to send a microwave or satellite uplink truck to the news or event location.

### **Installation & Connection – Internet & Technical**

- MCCA technicians will provide one initial network cable.
- Internet Service is brought from the nearest column or floor port into the booth.
- All MCCA internet services come with one initial line regardless of how many IPs come with the service. To have more than one computer connected at one time, exhibitors may bring their own routing device and cables or may rent a switch and purchase cables from the MCCA.
- Exhibitors are required to distribute their own internet cables.
- Exhibitors may choose to:
  - Hire labor from the General Service Contractor or ;
  - Hire a third-party Installation & Dismantle (I&D) team to perform the distribution work.

### **Terms & Conditions – Internet & Technical**

- The MCCA is the exclusive provider of internet services.
- All MCCA switch rentals must be returned to the MCCA Exhibitor Service Desk at the close of the show. Failure to return MCCA switches will result in a replacement fee.
- All services listed include labor to install and remove said service. Services do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If an exhibitor requires additional internet labor outside of the standard service, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice:
  - Tech Rep Monday-Friday 8am-4pm (except holidays) **\$100.00**
  - Tech Rep All other times, including holidays **\$150.00**
  - Network Engineer Monday-Friday 8am-4pm (except holidays) **\$130.00**
  - Network Engineer All other times, including holidays **\$195.00**
- The MCCA will provide an Ethernet connection to a shared data network attachment for the use of Exhibitor's directors, officers, employees and guests during the official dates of specified show.
- Exhibitor will be responsible for providing all hardware, software and other equipment and facilities needed to connect to the Ethernet and to use network attachment.
- The network attachment provided by the MCCA may be used only by the Exhibitor's directors, officers, employees and guest, agents, or consultants. The MCCA network will facilitate communications between the company's authorized users and entities reachable through the national internet.
- The Exhibitor will promote efficient use of provided networks to minimize and avoid unnecessary network traffic and interference with the work of other users on interconnected networks.



- Users of MCCA networks shall not disrupt any of the MCCA networks or any other MCCA associated networks.
- MCCA networks shall not be used to transmit any communication where the meaning of the message, or its transmission or distribution, would violate any applicable law or regulation or would be highly offensive to the recipient of recipients thereof. Mass distribution of any message, including advertising, may not be broadcast or otherwise sent on an intrusive basis to any user of the MCCA network or any directly or indirectly attached network. When requested by a user of the networks, product information and other commercial messages are permitted to be transmitted. Discussion of a product's relative advantages and disadvantages by users of the product and vendors' response to those who pose questions about their products may be made available over the MCCA networks. Interpretation application and possible modification shall be within the sole discretion of MCCA.
- **MCCA does not make any express or implied warranty of any kind specifically. There is no express or implied warranty of merchantability or fitness for a particular purpose for the services to be provided.** The protocol used on the MCCA network call for end to end verification of the accuracy of any message and such verification is the sole responsibility of the purchasing company. Similarly, these protocols provide for end to end verification of the receipt of all the data that is transmitted. MCCA will not be responsible for any loss of data from delays, non-deliveries, incorrect deliveries, service interruptions, including those caused by the negligence, errors or omissions of the MCCA, or other losses or damages. Use of information obtained via the services provided hereunder is at purchasing company's own risk. Exhibitor is responsible for (a) the accuracy and/or quality of the information obtained or data transmitted through the MCCA network and (b) assuring that each message purchasing company sends or receives has been received.
- MCCA shall not be liable to Exhibitor for any damage arising from any event that is out of the control of the MCCA. Neither shall the MCCA be liable to Exhibitor for indirect, special, incidental, exemplary, consequential or any other form of money damage, including, but not limited to, lost profits, or of the loss of data or information of any kind, however caused, and arising out of or in connection with the performance of MCCA, or the provision of services or performance hereunder, whether based in contract, tort, or any other legal theory, and whether or not MCCA has been made aware of the possibility of such damages.
- In no event shall liability exceed a refund of amounts actually paid to MCCA by Exhibitor for this network attachment.
- The network attachment shall be made available to Exhibitor by MCCA before the beginning through the end of the specified conference.
- The MCCA will provide a network attachment via an Ethernet connection at the Exhibitor's booth. At its own expense, the Exhibitor is responsible for providing the computer, attachment to Ethernet, electric power and all other hardware and software required to use the network attachment.

## **Frequently Asked Questions – Internet & Technical**

### **Do you have wireless internet?**

The MCCA offers free wireless internet service throughout meeting rooms, lobbies, and expo halls; just open your internet browser and look for the BCEC or Hynes Wireless Network. This service is designed for casual users and not guaranteed. If you are relying on the internet to showcase your product or services we strongly recommend a wired internet connection for guaranteed service.

### **I see that you don't offer hubs for rental. What is the difference between a hub and a switch? Can I bring my own hub or switch?**

The MCCA offers rental of switch devices instead of hubs because switches are known to provide better performance with a lower failure rate. Exhibitors are welcome to provide their own hub or switch for all internet services.

### **What is bandwidth and how do I know how much I need?**

Bandwidth is the “size of the pipe” that data can traverse. The bigger the bandwidth, the faster data can be transferred. So, the 500 Kbs has more bandwidth than a 300 Kbs. To find out how much bandwidth you require, please consult with a technical representative in your company or look for program specifications listed with any demonstrations or downloads you plan to run.

### **I need to access my company's network while I'm exhibiting at your facility. Which service will allow me to do this?**

Exhibitors who need to connect remotely to their company's network using a VPN (Virtual Private Network) with authentication information like passwords, certificates, or “tokens” should choose a 300 Kbs service or higher. While the 200 Kbs does allow exhibitors to use a VPN, some VPN clients have experienced difficulty connecting because the 200Kbs service uses NAT (Network Address Translation). NAT is a process by which the MCCA can provide thousands of IP addresses to clients while only using a few “real” internet routable addresses.

### **What is a VLAN?**

A VLAN (Virtual Local Area Network) allows a network of computers to behave as if they are connected to the same service even though they may actually be physically located in different areas around the facility. One of the biggest advantages of a VLAN is that when a computer is physically moved to a different location, it can stay on the same VLAN without any hardware reconfiguration.

### **I ordered a switch and cables, how and when do I get them?**

When you are ready for your switch and internet cables, please visit the MCCA Exhibitor Services Desk. After the show, rented switches must be returned to the Service Desk or you will be charged a replacement fee.

## Rigging Services

The MCCA provides rigging and overhead lighting services through our service contractor, JCALPRO.

### Planning Ahead for Rigging & Lighting Services

Diagrams and booth layouts are essential for planning rigging and lighting services. In order to ensure efficient delivery of required services, Exhibitors must submit rigging plots, drawing, blueprints, or engineers' certification with their orders to the MCCA Exhibitor Service Department. Diagrams must include the location, dimensions and weight, and the height from the floor to the top of the suspended item. Diagrams must also show booth outline with aisles or neighboring booths marked for reference and orientation.

<u>Package Rigging Solutions</u>	<u>Discount</u>	<u>Standard</u>
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The MCCA offers package rigging solutions for Exhibitors with basic and straight forward sign hanging needs. To qualify for the packages, Exhibitors must be flexible with regards to days and times of load-in and take-down.

<b>Basic Rigging Package.....</b>	<b>\$1,550.00.....</b>	<b>\$1,684.00</b>
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This package includes all lifts, labor, and rigging equipment (cables, pipes, and hardware) necessary to install and take down one sign/banner weighing less than 150lbs and measuring less than 20' in length or diameter. The package service is provided during standard service hours, Monday-Saturday 7am – 12am, except holidays. If service is required outside these times, then a Team Overtime Hour must be ordered in addition to the package.

<b>Electrical Rigging Package.....</b>	<b>\$1,794.00.....</b>	<b>\$1,988.00</b>
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This package includes the Basic Rigging Package plus labor to connect electrical service to an Exhibitor sign/banner. Overhead electrical service for rotator, motor or lighted sign must be ordered separately. Please see Electrical services section for details.

<b>Team Overtime Hour .....</b>	<b>\$244.00.....</b>	<b>\$304.00</b>
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Exhibitors may request rigging service on Sundays, holidays or outside the package service hours (Monday-Saturday 7am – 12am). In this case, a Team Overtime Hour must be ordered for each rigging package ordered.

### **Custom Rigging & Lighting Solutions**

The MCCA/JCALPRO also offers customized rigging and lighting solutions for Exhibitors with more complex or unique requirements. This option is best suited for Exhibitors with larger signs, multiple signs, and/or overhead lighting needs. Custom Rigging and Lighting Solutions still require flexibility in load in and load out time. If you require a specific load in or load out day and/or time, hourly rates may apply (see Terms and Conditions – Rigging below).

Custom Rigging & Lighting solutions may only be ordered with a pre-arranged quote. Please contact JCALPRO at 617-954-2345 to initiate this process. Quotes will be issued in an easy-to-order format, and will typically include a base Rigging Package for labor charges and some combination of the following items as necessary.

### **Custom Rigging Solutions**

#### **Truss**

A truss is an aluminum structure used to create a lower “ceiling” to hang lighting or other suspended items. It is available in 5’, 8’, or 10’ sections which can be attached to create desired lengths or height.

<b>Truss 5’ Section – Silver 12”x12” Box .....</b>	<b>\$25.00.....</b>	<b>\$30.00</b>
<b>Truss 8’ Section – Silver 12”x12” Box .....</b>	<b>\$40.00.....</b>	<b>\$48.00</b>
<b>Truss 10’ Section – Silver 12”x12” Box .....</b>	<b>\$50.00.....</b>	<b>\$60.00</b>
<b>Truss 5’ Section – Black 12”x12” Box.....</b>	<b>\$35.00.....</b>	<b>\$42.00</b>
<b>Truss 8’ Section – Black 12”x12” Box.....</b>	<b>\$56.00.....</b>	<b>\$67.00</b>
<b>Truss 10’ Section – Black 12”x12” Box.....</b>	<b>\$70.00.....</b>	<b>\$84.00</b>
<b>Truss 5’ Section – Silver 20.5”x20.5” Box .....</b>	<b>\$45.00.....</b>	<b>\$54.00</b>
<b>Truss 8’ Section – Silver 20.5”x20.5” Box .....</b>	<b>\$72.00.....</b>	<b>\$86.00</b>
<b>Truss 10’ Section – Silver 20.5”x20.5” Box .....</b>	<b>\$90.00.....</b>	<b>\$108.00</b>

#### **Corner Block**

A corner block is an aluminum piece that attaches to truss to create a right angle.

<b>Corner Block – Silver 12”x12” Box.....</b>	<b>\$50.00.....</b>	<b>\$60.00</b>
<b>Corner Block – Black 12”x12” Box.....</b>	<b>\$65.00.....</b>	<b>\$78.00</b>
<b>Corner Block – Silver 20.5”x20.5” Box.....</b>	<b>\$70.00.....</b>	<b>\$84.00</b>

<b>Base Plate.....</b>	<b>\$35.00.....</b>	<b>\$42.00</b>
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A base plate is used as a stand for ground supported truss or poles.

<b>Rotator .....</b>	<b>\$150.00.....</b>	<b>\$180.00</b>
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A rotator is a motor used to rotate a hanging sign.

<b>Motor.....</b>	<b>\$150.00.....</b>	<b>\$180.00</b>
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A motor is a motorized pulley that is rigged to the ceiling and attached to truss to achieve a desired height. Motors are also used to safely suspend heavier items that cannot be supported by cables alone. Motors are available in ¼ ton, ½ ton, and 1 ton capacities.

### **Lighting Fixtures** **Discount** **Standard**

A variety of lighting options are available to brighten exhibit space. While lights cannot be attached directly to our ceiling, lighting can be suspended above exhibit space by utilizing truss and motors.

**Source 4 Par (575 watt, 750 watt).....\$35.00.....\$42.00**

This fixture is best used to create a wash effect or cover a larger area with light. It is available in 575 watt or 750 watt. Lenses are available in Very Narrow (VNSP), Narrow (NSP), Medium (MFL), Wide (WFL).

**Source 4 Leko (575, 750 watt).....\$45.00.....\$54.00**

This fixture is best used to create a spot light or to highlight specific spaces or objects. It is available in 575 watt or 750 watt. Lenses come in 19, 26, 36, 50 degrees to achieve the desired illumination from the light.

**Par 64 (1000 watt) .....\$30.00.....\$36.00**

The Par 64 will deliver similar results as the S4 Par, but there are no options for additional lenses. They are available in 1,000 watts.

### **Custom Lighting Solutions** **Discount** **Standard**

Lighting kits include a combination of Lekos, Source 4 Pars and Par 64s based on layout and design requirements. Price includes fixtures, fixture accessories and all necessary cables. Dimmer/control and labor are not included and must be ordered separately. Special Orders for larger kits are available upon request.

**Small Lighting Kit (4-6 lights) .....\$185.00.....\$212.00**

**Medium Lighting Kit (7-11 lights).....\$325.00.....\$390.00**

**Large Lighting Kit (12-15 lights).....\$450.00.....\$540.00**

**X-Large Lighting Kit (16-20 lights).....\$550.00.....\$660.00**

### **Dimmer Racks & Lighting Controls** **Discount** **Standard**

These items are optional with individual fixtures or small lighting kits, but mandatory with larger lighting kits. The dimmer rack is a large “outlet” that all lights plug into to create a central control location. A dimmer rack, depending upon size, can be placed in a booth or attached to the truss and kept in the air. The lighting console/control plugs into the dimmer rack to dim or control individual lights, groups of lights, or all lights at once. Electrical service is not included and must be ordered separately.

**Dimmer Control 1.2 x 4.....\$80.00.....\$96.00**

**Dimmer Control 2.4 x 12.....\$150.00.....\$180.00**

**Dimmer Control 2.4 x 24.....\$320.00.....\$384.00**

## **Terms & Conditions - Rigging**

- **Hynes Rigging:** JCALPRO is the preferred rigging vendor at the Hynes Convention Center. If a sign requires a motor, electrical rigging, and/or truss, JCALPRO must hang the sign. Otherwise, the exhibitor may hire the general service contractor to hang signage.
- **BCEC Rigging:** JCALPRO is the exclusive rigging vendor at the Boston Convention & Exhibition Center (BCEC). If an exhibitor is exhibiting at the BCEC and requires rigging services for the booth, JCALPRO is the only vendor authorized to hang signs, banners, or lighting in the booth space.
- If an Exhibitor requires specific load-in/load-out dates and/or times, then a base rigging package may not be applicable. In this case, a special quote for required crew and lift equipment will be prepared using the following hourly labor and weekly lift rental rates:
  - Head Rigger Monday-Saturday 7am-12am (except holidays) **\$89.00**
  - Head Rigger Sundays 7am -5pm and holidays **\$133.50**
  - Head Rigger Sundays after 5pm, all days 12 am-7am **\$178.00**
  - Rigger Monday-Saturday 7am-12am (except holidays) **\$76.00**
  - Rigger Sundays 7am -5pm and holidays **\$114.00**
  - Rigger Sundays after 5pm, all days 12 am-7am **\$152.00**
  - Dept Head Monday-Saturday 7am-12am (except holidays) **\$68.00**
  - Dept Head Sundays 7am -5pm and holidays **\$102.00**
  - Dept Head Sundays after 5pm, all days 12 am-7am **\$136.00**
  - Stagehand Monday-Saturday 7am-12am (except holidays) **\$59.00**
  - Stagehand Sundays 7am -5pm and holidays **\$88.50**
  - Stagehand Sundays after 5pm, all days 12 am-7am **\$118.00**
  - 24'-32' Scissor Lift **\$550.00**
  - 40'-45' Boom Lift **\$950.00**
  - 60' Boom Lift **\$1,550.00**
- All rigging must conform to the rules, regulations, and facility limitations of the MCCA and any show management regulations.
- All equipment, signs, products, etc. must be designed to suspend safely. Care must be taken to use only rated rigging hardware when designing, constructing or purchasing such items. Any equipment, signs, products etc. deemed to be unsafe for overhead suspension by MCCA/JCALPRO will be substituted or denied.
- The use of *any* type of tape/adhesive for attaching signs, banners, or decorations to the building walls or decorative surfaces is not permitted.
- All assembly of equipment, signs, products necessary prior to hanging, etc., will be the responsibility of the Exhibitor.
- Failure by Exhibitor to submit accurate diagrams prior to load-in will delay set-up and could incur additional cost.

## **Frequently Asked Questions – Rigging**

### **How do I know if I qualify for the Basic Rigging Package Rate?**

Find out the dimensions and weight of your sign. If your sign weighs less than 150 pounds and is less than 20' in length or diameter and does not require electrical rigging, truss, or motors, you will qualify for the Basic Rigging Package. If your sign is motorized or needs electrical rigging (for example a rotating sign or a sign with lights), you qualify for the Electrical Rigging Package.

### **Can I order lighting to be suspended from the ceiling?**

If you would like to order lights to brighten up your booth or illuminate specific objects, you will need to get a quote from JCALPRO. In most cases, lights cannot be attached to our ceilings. Instead we can provide you with truss, using motors, to create a lower “ceiling” and then hang lights from that truss. We will require a diagram showing your booth layout and exactly what you want illuminated in order to put together a quote.

### **Do I ship my sign to you to put it together?**

No. Although JCALPRO provides labor to hang the sign, the General Service Contractor (GSC) handles all shipments. You may build your sign or hire the GSC to put it together for you. When the sign has arrived at the building and has been assembled, we will hang it for you. Be sure to keep this in mind when making your time and day requests for sign hanging.

### **Can I request load in and load out times?**

Yes, the Rigging Order Form has a space for you to indicate your preferred up and down times. Please note that your preferred timing is not guaranteed; however, we do try our best to cater to your requests. If you absolutely need a specific install or take down time, additional charges will apply. If you do not provide a diagram or layout prior to load-in, then you may experience set-up delays and additional cost.

### **What type of diagrams should I send?**

The most useful diagrams are on a proportioned grid to show the dimensions of the booth, the exact desired placement of hanging items, and orientation of the booths around yours. As a general rule, pictures from previous shows and pictures of the sign only are not as helpful as current diagrams of the entire booth space with the placement, height, and weight of the sign(s) or hanging item(s).

## Plumbing Services

The MCCA offers a variety of plumbing services through our experienced in-house team of plumbers.

Water and Drain Services	Discount	Standard
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<b>Water - Individual Connection .....</b>	<b>\$250.00.....</b>	<b>\$312.50</b>
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Water service is available at approximately 75 PSI with up to ¾" supply line. Water flows at five gallons per minute.

<b>Additional Water Connections .....</b>	<b>\$150.00.....</b>	<b>\$187.50</b>
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Exhibitors requiring more than an individual water connection should order each additional connection as needed.

<b>Drain – Individual Connection .....</b>	<b>\$250.00.....</b>	<b>\$312.50</b>
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The MCCA can provide waste drain connections up to ¾" line size.

<b>Additional Drain Connections .....</b>	<b>\$130.00.....</b>	<b>\$162.50</b>
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Exhibitors requiring more than an individual drain connection should order each additional connection as needed.

<b>Fill and Drain 0-100 Gallons.....</b>	<b>\$150.00.....</b>	<b>\$187.50</b>
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Exhibitors that need equipment to be filled with water at the beginning of a show and emptied at the end of a show should order a Fill and Drain service. Please visit the MCCA Exhibitor Services desk when equipment is ready to be filled.

<b>Each Additional 500 Gallons.....</b>	<b>\$80.00.....</b>	<b>\$100.00</b>
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Sink Rentals	Discount	Standard
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<b>Cold Water Sink Rental .....</b>	<b>\$600.00.....</b>	<b>\$750.00</b>
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Cold water sink rental includes a single-tub basin (20"L x 24"W x 34"H), one water connection, and one drain connection. Legs allow the units to sit 34" above the floor.

<b>Small Hot &amp; Cold Water Sink Rental.....</b>	<b>\$800.00.....</b>	<b>\$1,000.00</b>
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Small Hot & Cold water sink rental includes a single-tub basin (20"L x 24"W x 34"H), a hot water heater (6 gallon capacity), dedicated power, two water connections, and one drain connection.

<b>Large Hot &amp; Cold Water Sink Rental .....</b>	<b>\$1,000.00.....</b>	<b>\$1,250.00</b>
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Large Hot & Cold water sink rental includes a 3-tub basin (57"L x 24.5"W x 43"H), a hot water heater (6 gallon capacity), dedicated power, two water connections, and one drain connection.



<b><u>Compressed Air and Gases</u></b>	<b><u>Discount</u></b>	<b><u>Standard</u></b>
<b>Compressed Air – Individual Connection .....</b>	<b>\$300.00.....</b>	<b>\$375.00</b>
Compressed Air is delivered at approximately 110 psi and a dew point of 35 degrees F (medical instrument quality).		
<b>Additional Connection.....</b>	<b>\$155.00.....</b>	<b>\$193.75</b>
Exhibitors who require more than an individual connection should order additional connections as needed.		
<b>Other Compressed Gases</b>		
The MCCA provides a variety of bottled gases. The most commonly ordered gases are listed below. If other gases not listed are required, the exhibitor should contact MCCA Exhibitor Services. <u>Flammable gases are not permitted in MCCA facilities.</u>		
<b>20 Lbs Dry or Liquid CO<sub>2</sub> .....</b>	<b>\$154.00.....</b>	<b>\$184.50</b>
<b>50 Lbs Dry or Liquid CO<sub>2</sub>.....</b>	<b>\$167.00.....</b>	<b>\$200.50</b>
<b>Dry Nitrogen 300 ft<sup>3</sup> .....</b>	<b>\$206.00.....</b>	<b>\$247.75</b>

### **Installation & Connections - Plumbing**

- Plumbing Service is brought from the nearest column or floor port into the booth.
- Air and Water connections are available in limited locations on the exhibit floor. Connection sizes and booth locations all factor into planning to supply air and water to exhibitors. Please provide a floor plan of the exhibit space indicating locations that require air or water service as well as connection requirements well in advance of exhibitor move-in.

### **Terms & Conditions - Plumbing**

- The MCCA is the exclusive provider of all plumbing services. All plumbing equipment shall remain the property of the MCCA and may not be installed or removed by anyone other than MCCA Personnel.
- Exhibitors are not permitted to fill or drain their own equipment, use individual air compressors, or bring their own compressed gases from an outside vendor.
- All services listed include labor to install and remove said service. Rates do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If an exhibitor requires additional plumbing labor outside of the standard service, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice:
  - Monday-Friday 8am-4pm (except holidays) **\$70.00**
  - All other times, including holidays **\$105.00**

### **Frequently Asked Questions – Plumbing**

#### **Do all water connections need a drain?**

While most water connections do require a drain service, there are some cases where the drain is unnecessary. When the water provided is being consumed or evaporated, a drain is not needed. For example, exhibitors using water service for a coffee machine do not need to order a drain because the water is being consumed.

#### **Will you provide the fittings and hoses for my water and drain connections?**

To ensure that your booth's equipment runs properly we ask that you supply your own regulators, filters, and hoses.

#### **When would I need to order a Fill and Drain Service?**

Some of the most common reasons exhibitors order fill and drain are for items like fish tanks, pools, tubs for display, or running water displays. We use large hoses to fill vessels requiring water and then use existing drains in the floor to remove the water at the end of the show. Exhibitors are not permitted to bring their own water or use MCCA sinks to fill their own equipment.

#### **My booth requires a sprinkler system. What plumbing service should I order?**

If your booth requires a sprinkler system, you will need to order an individual water connection specifically for this purpose.

#### **My exhibitor kit says I need to order a hand washing unit because I am planning to prepare food in my booth. Do you provide these units?**

ARAMARK, our exclusive in-house catering company, can provide a hand washing unit that includes a small hand washing sink, paper towels, soap, and a discard bucket. Please consult your exhibitor kit for ARAMARK information or contact them directly at BCEC (617-954-2382) or Hynes (617-954-2284).

#### **Do you allow Exhibitors to bring Helium balloons into your buildings?**

No, unfortunately we do not allow exhibitors to bring helium balloons into the buildings.

## Security Services

The MCCA provides booth security service through our exclusive service contractor, AlliedBarton Security.

<b>Security Guard (Booth)</b>	<b>Discount</b>	<b>Standard</b>
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<b>Per Hour per Officer .....</b>	<b>\$26.00 .....</b>	<b>\$32.50</b>
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The MCCA offers uniformed public safety officers to cover shows and events. Officers are scheduled at a 4-hour minimum and are available from move-in to move-out, around the clock. Orders must be placed at least 48 hours in advance of the requested service date.

### **Frequently Asked Questions – Security**

#### **When do you recommend ordering security for an exhibitor booth?**

Our public safety department strongly suggests ordering security for booths planning to have VIP celebrity appearances, book signings etc., to monitor crowd control and escort as needed. Also, exhibitors with expensive or rare equipment in their booths may consider security for the overnight hours between show end and the next day's show start.

#### **Is there general overnight security in the exhibit hall?**

The MCCA provides 24 hour security coverage for the facility; however, security coverage for the exhibit hall is determined by the show organizer and may vary from event to event.

## **Appendix A – Service Order Forms**

The following MCCA order forms may not be reproduced without express written consent from the MCCA.

### Index

- Request for Exhibitor Electrical Services
- Request for Exhibitor Cleaning Services
- Request for Exhibitor Telephone, Internet & Technical Services
- Request for Exhibitor Rigging & Lighting Services
- Request for Exhibitor Plumbing Services
- Request for Exhibitor Security Services



Massachusetts Convention Center Authority  
**Exhibitor Order Form - Electrical Services**

Effective March 1, 2008

**By submitting this order form, Exhibitor acknowledges and accepts all Policies, Terms & Conditions for service as set forth in the MCCA Exhibitor Ordering Guide available at [www.massconvention.com/exhibitorguide](http://www.massconvention.com/exhibitorguide).**

To qualify for discount rate, request and payment must be received 21 days prior to show/ event opening.

PLEASE PRINT OR TYPE: Incomplete information will delay processing.

EVENT OR SHOW: \_\_\_\_\_

EVENT OR SHOW DATE(S): \_\_\_\_\_

EXHIBITING FIRM: \_\_\_\_\_

BILLING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_ COUNTRY: \_\_\_\_\_

PHONE: (\_\_\_\_) \_\_\_\_\_ EMAIL: \_\_\_\_\_ @ \_\_\_\_\_

ORDERED BY/TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

SHOW SITE CONTACT: \_\_\_\_\_ CONTACT PHONE: (\_\_\_\_) \_\_\_\_\_

BOOTH NO. (s)

STANDARD ELECTRICAL CONNECTIONS: 120 VOLT										
DESCRIPTION	REGULAR SERVICE			ADDITIONAL SERVICES AVAILABLE AS ADD-ONS						TOTAL DUE
	QTY	DISCOUNT RATE	STANDARD RATE	QTY	24-HOUR SERVICE	QTY	OVERHEAD SERVICE*	QTY	COMBINED 24-HOUR & OVERHEAD	
0-500 Watt Single Outlet		\$95.00	\$119.00		+50% rate		+100% rate		+150% rate	
501-1000 Watt Duplex Outlet		\$120.00	\$150.00		+50% rate		+100% rate		+150% rate	
1001-2000 Watt Quad Box		\$150.00	\$187.00		+50% rate		+100% rate		+150% rate	
2001-4000 Watt Quad Box		\$170.00	\$212.00		+50% rate		+100% rate		+150% rate	
SPECIAL ELECTRICAL CONNECTIONS: 208 VOLT & 480 VOLT										
DESCRIPTION	REGULAR SERVICE			ADDITIONAL SERVICES AVAILABLE AS ADD-ONS						TOTAL DUE
	QTY	DISCOUNT RATE	STANDARD RATE	QTY	24-HOUR SERVICE	QTY	OVERHEAD SERVICE*	QTY	COMBINED 24-HOUR & OVERHEAD	
208V Single Phase 30 Amp		\$250.00	\$312.00		+50% rate		+100% rate		+150% rate	
208V Single Phase 60 Amp		\$475.00	\$594.00		+50% rate		+100% rate		+150% rate	
208V Single Phase 100 Amp		\$775.00	\$969.00		+50% rate		+100% rate		+150% rate	
208V Three Phase 30 Amp		\$450.00	\$562.00		+50% rate		+100% rate		+150% rate	
208V Three Phase 60 Amp		\$695.00	\$869.00		+50% rate		+100% rate		+150% rate	
208V Three Phase 100 Amp		\$1,150.00	\$1,437.00		+50% rate		+100% rate		+150% rate	
208V Three Phase 200 Amp		\$2,350.00	\$2,937.00		+50% rate		+100% rate		+150% rate	
208V Three Phase 400 Amp		\$4,150.00	\$5,187.00		+50% rate		+100% rate		+150% rate	
480V Three Phase 30 Amp		\$750.00	\$937.00		+50% rate		+100% rate		+150% rate	
480V Three Phase 60 Amp		\$1,300.00	\$1,625.00		+50% rate		+100% rate		+150% rate	
480V Three Phase 100 Amp		\$2,400.00	\$3,000.00		+50% rate		+100% rate		+150% rate	
480V Three Phase 200 Amp		\$4,770.00	\$5,962.50		+50% rate		+100% rate		+150% rate	
30' Round Extension Cord		\$30.00	\$37.00							
TOTAL DUE \$ _____										

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Massachusetts Convention Center Authority  
**Exhibitor Order Form - Cleaning Services**

Effective March 1, 2008

**By submitting this order form, Exhibitor acknowledges and accepts all Policies, Terms & Conditions for service as set forth in the MCCA Exhibitor Ordering Guide available at [www.massconvention.com/exhibitorguide](http://www.massconvention.com/exhibitorguide).**

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PHONE: (\_\_\_\_) \_\_\_\_\_ EMAIL: \_\_\_\_\_ @ \_\_\_\_\_

ORDERED BY/TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

SHOW SITE CONTACT: \_\_\_\_\_ CONTACT PHONE: (\_\_\_\_) \_\_\_\_\_

BOOTH NO. (s)

BASIC CLEANING SERVICES				DISCOUNT RATE (PER SQ FT PER DAY)	STANDARD RATE (PER SQ FT PER DAY)	
1. INITIAL VACUUM OR MOPPING (Before first event day only)				\$0.25	\$0.31	
2. DAILY VACUUM OR MOPPING (For all event days <u>including</u> the first day)				\$0.17	\$0.21	
3. DAILY VACUUM OR MOPPING PLUS PORTER SERVICE (For all event days, includes periodic wastebasket pick up & sweep of booth during event hours)				\$0.40	\$0.50	
SERVICE (CHECK ONE ONLY)	TYPE (CHECK ONE)	BOOTH SIZE: TOTAL SQUARE FEET LENGTH                      WIDTH                      TOTAL Sq. Ft. (90 MIN.)		RATE PER Sq. Ft.	# OF DAYS	TOTAL DUE
<input type="checkbox"/> 1	<input type="checkbox"/> Vacuum					
<input type="checkbox"/> 2	<input type="checkbox"/> Mop					
<input type="checkbox"/> 3						

SPECIAL CLEANING SERVICES						
SHAMPOO SERVICE (Before first event day)	BOOTH SIZE: TOTAL SQUARE FEET			DISCOUNT RATE	STANDARD RATE	TOTAL DUE
	LENGTH	WIDTH	TOTAL SQ. FT. (90 MIN.)	(PER SQ FT PER DAY)	(PER SQ FT PER DAY)	
	_____ X _____	= _____	X _____	\$0.35	\$0.44	

GRAND TOTAL DUE \$ \_\_\_\_\_

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# Massachusetts Convention Center Authority Exhibitor Order Form – Telephone, Internet & Technical Services

Effective January 1, 2009

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BILLING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_ COUNTRY: \_\_\_\_\_

PHONE: (\_\_\_\_) \_\_\_\_\_ EMAIL: \_\_\_\_\_ @ \_\_\_\_\_

ORDERED BY/TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

SHOW SITE CONTACT: \_\_\_\_\_ CONTACT PHONE: (\_\_\_\_) \_\_\_\_\_

BOOTH NO. (s)

## TELEPHONE SERVICE

STANDARD TELEPHONE SERVICES	QTY	DISCOUNT RATE	STANDARD RATE	TOTAL DUE
Single Line Phone Service (Analog)		\$260.00	\$325.00	
Multi-Line Phone Service (Digital)		\$395.00	\$493.75	
Speaker Phone Service (Analog)		\$310.00	\$387.50	
Polycom Speaker Phone Service (Analog)		\$360.00	\$450.00	
Fax Machine Phone Service (Analog)		\$410.00	\$512.50	
ADDITIONAL TELEPHONE SERVICES & EQUIPMENT	QTY	DISCOUNT RATE	STANDARD RATE	TOTAL DUE
Call Waiting (Per Phone Line)		\$50.00	\$62.50	
Voice Mail (Per Phone Line)		\$50.00	\$62.50	
ISDN/BRI Service		\$300.00	\$375.00	
Polycom Videoconference Equipment Rental w/ IP Connect Service		\$1,100.00	\$1,600.00	
Polycom Videoconference Equipment Rental w/ ISDN Service		\$2,000.00	\$2,500.00	

## INTERNET SERVICES

WIRED INTERNET CONNECTIONS: AUTOMATIC CONFIGURATION	QTY	DISCOUNT RATE	STANDARD RATE	TOTAL DUE
200 Kbs Shared Service (2 private IP addresses. Users receive pre-paid access codes that enable this service on two machines. Gateway and other NAT devices will not function properly.)		\$800.00	\$1,000.00	
WIRED INTERNET CONNECTIONS: MANUAL CONFIGURATION	QTY	DISCOUNT RATE	STANDARD RATE	TOTAL DUE
300 Kbs Managed Service (1 public IP address)		\$1,175.00	\$1,468.75	
500 Kbs Managed Service (11 public IP address, private VLAN and subnet)		\$1,700.00	\$2,125.00	
750 Kbs Managed Service (18 public IP address, private VLAN and subnet)		\$2,500.00	\$3,125.00	
1.54 Mbps Managed Service (27 public IP address, private VLAN and subnet)		\$5,050.00	\$6,312.50	
5 Mbps Managed Service (250 public IP address, private VLAN and subnet)		\$10,000.00	\$12,500.00	

Wireless Internet access is available onsite but is not recommended for exhibitor displays.

## Exhibitor Order Form - Telephone & Internet Services page 2

ADDITIONAL SERVICES & EQUIPMENT		QTY	DISCOUNT RATE	STANDARD RATE	TOTAL DUE
Additional Public IP Address (not available with 200kbs service)			\$125.00	\$156.25	
Copper Patch / Booth to Booth Connection			\$320.00	\$400.00	
Fiber Patch / Booth to Booth Connection			\$470.00	\$587.50	
Extend T1 or T3 Service			\$1,000.00	\$1,200.00	
Switch Rental	8 port		\$80.00	\$100.00	
	24 port		\$120.00	\$150.00	
25' CAT 5e Cable			\$40.00	\$50.00	
50' CAT 5e Cable			\$55.00	\$68.75	
100' CAT 5e Cable			\$90.00	\$112.50	

TECHNICAL SERVICES				
TECHNICAL SERVICES	QTY	DISCOUNT RATE	STANDARD RATE	TOTAL DUE
Cable TV Service		\$225.00	\$281.25	
Broadcast Video Service via TV-1		\$2,000.00	\$2,500.00	
			<b>TOTAL DUE: \$</b> _____	

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# Massachusetts Convention Center Authority

## Exhibitor Order Form - Rigging & Lighting Services

Effective March 1, 2008

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BILLING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_ COUNTRY: \_\_\_\_\_

PHONE: (\_\_\_\_) \_\_\_\_\_ EMAIL: \_\_\_\_\_ @ \_\_\_\_\_

ORDERED BY/TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

SHOW SITE CONTACT: \_\_\_\_\_ CONTACT PHONE: (\_\_\_\_) \_\_\_\_\_

BOOTH NO. (s)

### ITEM DESCRIPTION & INFORMATION

\*\*Description of Item (Sign, Banner, Truss, etc.): \_\_\_\_\_

Quantity: \_\_\_\_\_

Size: \_\_\_\_\_

Weight: \_\_\_\_\_

Height desired from floor to top of suspended item: \_\_\_\_\_

Do any items require Electrical service (circle one)? YES NO

Indicate Service Ordered on Electrical Form: \_\_\_\_\_

Date When Your Item Will Be Ready for Hanging: \_\_\_\_\_

Preferred Move-Out Date: \_\_\_\_\_

### PACKAGE RIGGING SOLUTIONS

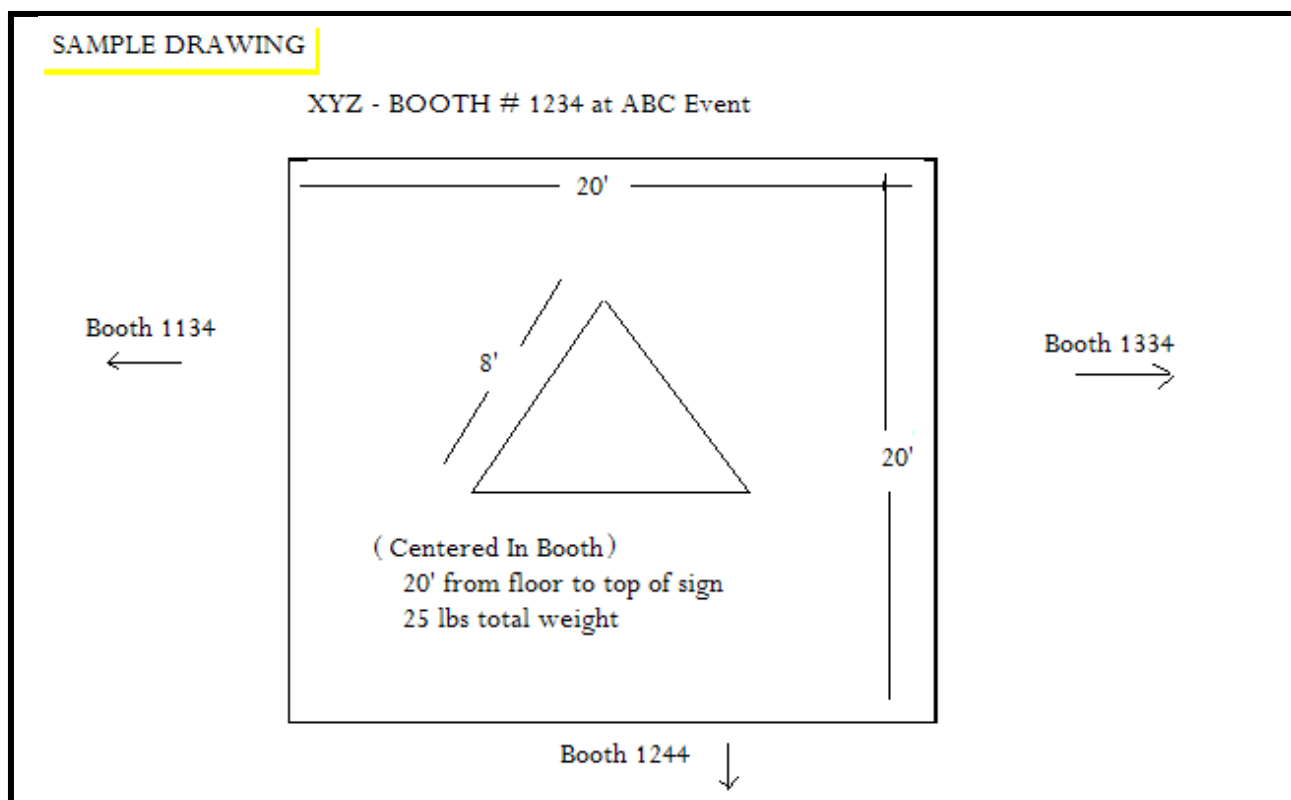
SERVICE DESCRIPTION	QTY	DISCOUNT RATE	STANDARD RATE	TOTAL DUE
Basic Rigging Package (Per Sign/Banner)		\$1550.00	\$1684.00	
Electrical Rigging Package (Per Sign/Banner)		\$1794.00	\$1988.00	
Team Overtime Hour		\$244.00	\$304.00	

### CUSTOM RIGGING SOLUTIONS - RIGGING EQUIPMENT RENTAL (REQUIRES QUOTE)

EQUIPMENT DESCRIPTION	QTY	DISCOUNT RATE	STANDARD RATE	TOTAL DUE
Silver 12" x 12" Box Truss	5' Section	\$25.00	\$30.00	
	8' Section	\$40.00	\$48.00	
	10' Section	\$50.00	\$60.00	
Black 12" x 12" Box Truss	5' Section	\$35.00	\$42.00	
	8' Section	\$56.00	\$67.00	
	10' Section	\$70.00	\$84.00	
Silver 20.5" x 20.5" Box Truss	5' Section	\$45.00	\$54.00	
	8' Section	\$72.00	\$86.00	
	10' Section	\$90.00	\$108.00	
Corner Block	Silver 12" x 12" box	\$50.00	\$60.00	
	Black 12" x 12" box	\$65.00	\$78.00	
	Silver 20.5" x 20.5" box	\$70.00	\$84.00	
Base Plate		\$35.00	\$42.00	
Rotator		\$150.00	\$180.00	
Motor		\$150.00	\$180.00	

<b>CUSTOM LIGHTING SOLUTIONS – LIGHTING EQUIPMENT RENTAL (REQUIRES QUOTE)</b>				
<b>LIGHTING FIXTURES</b>	<b>QTY</b>	<b>DISCOUNT RATE</b>	<b>STANDARD RATE</b>	<b>TOTAL DUE</b>
Source 4 Par – (575 watt, 750 watt)		\$35.00	\$42.00	
Source 4 Leko - (575, 750 watt)		\$45.00	\$54.00	
Par 64 (1000 watt)		\$30.00	\$36.00	
<b>LIGHTING KITS</b>	<b>QTY</b>	<b>DISCOUNT RATE</b>	<b>STANDARD RATE</b>	<b>TOTAL DUE</b>
Small Lighting Kit		\$185.00	\$212.00	
Medium Lighting Kit		\$325.00	\$390.00	
Large Lighting Kit		\$450.00	\$540.00	
X-Large Lighting Kit		\$550.00	\$660.00	
<b>DIMMER RACKS &amp; LIGHTING CONTROLS</b>	<b>QTY</b>	<b>DISCOUNT RATE</b>	<b>STANDARD RATE</b>	<b>TOTAL DUE</b>
Dimmer Control 1.2 x 4		\$80.00	\$96.00	
Dimmer Control 2.4 x 12		\$150.00	\$180.00	
Dimmer Control 2.4 x 24		\$320.00	\$384.00	
			<b>TOTAL DUE: \$</b>	<b>_____</b>

**We require diagrams and booth layouts for all rigging and lighting orders. See sample below.**



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Massachusetts Convention Center Authority  
**Exhibitor Order Form – Plumbing Services**

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PHONE: (\_\_\_\_) \_\_\_\_\_ EMAIL: \_\_\_\_\_ @ \_\_\_\_\_

ORDERED BY/TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

SHOW SITE CONTACT: \_\_\_\_\_ CONTACT PHONE: (\_\_\_\_) \_\_\_\_\_

BOOTH NO. (s)

**WATER AND DRAIN SERVICES**

SERVICE	DESCRIPTION	QTY.	SIZE	DISCOUNT RATE	STANDARD RATE	TOTAL DUE
Water Approx 75 PSI Up to ¾" line	Individual Connection			\$250.00	\$312.50	
	Additional Connection			\$150.00	\$187.50	
Drain Up to ¾" line	Individual Connection			\$250.00	\$312.50	
	Additional Connection			\$130.00	\$162.50	
Fill & Drain	0-100 Gallons			\$150.00	\$187.50	
	Each additional 500 gallons			\$80.00	\$100.00	

**SINK RENTALS**

SERVICE	DESCRIPTION	QTY.	SIZE	DISCOUNT RATE	STANDARD RATE	TOTAL DUE
Cold Water Sink Rental	Includes: sink, one water and one drain connection			\$600.00	\$750.00	
Small Hot & Cold Water Sink Rental	Includes: sink, hot water heater (6 gallon cap.), dedicated power, 2 water and one drain connection			\$800.00	\$1,000.00	
Large Hot & Cold Water Sink Rental	Includes: 3-tub basin, hot water heater (6 gallon cap.), dedicated power, 2 water and one drain connection			\$1,000.00	\$1,250.00	

**COMPRESSED AIR AND GASES**

SERVICE	DESCRIPTION	QTY.	SIZE	DISCOUNT RATE	STANDARD RATE	TOTAL DUE
Air Approx 110 PSI	Individual Connection			\$300.00	\$375.00	
	Additional Connection			\$155.00	\$193.75	
CO <sub>2</sub>	20 lb Cylinder (Dry)			\$154.00	\$184.50	
	50 lb Cylinder (Dry)			\$167.00	\$200.50	
	20 lb Cylinder (Liquid)			\$154.00	\$184.50	
	50 lb Cylinder (Liquid)			\$167.00	\$200.50	
Nitrogen	300 ft <sup>3</sup> Tank (Dry)			\$206.00	\$247.75	

**TOTAL DUE: \$ \_\_\_\_\_**

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## Exhibitor Order Form - Security Services

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ORDERED BY/TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

SHOW SITE CONTACT: \_\_\_\_\_ CONTACT PHONE: (\_\_\_\_) \_\_\_\_\_

BOOTH NO. (s)

DATE	# OF OFFICERS	SCHEDULED HRS (4 HR. MIN.)	TOTAL MAN HRS.	DISCOUNT RATE (PER MAN HR.)	STANDARD RATE (PER MAN HR.)	TOTAL DUE
				\$26.00	\$32.50	
				\$26.00	\$32.50	
				\$26.00	\$32.50	
				\$26.00	\$32.50	
				\$26.00	\$32.50	
				\$26.00	\$32.50	
				\$26.00	\$32.50	
				\$26.00	\$32.50	
				\$26.00	\$32.50	
				\$26.00	\$32.50	
				\$26.00	\$32.50	
				\$26.00	\$32.50	
				\$26.00	\$32.50	
				\$26.00	\$32.50	
				\$26.00	\$32.50	
			TOTAL MAN HOURS: _____	TOTAL DUE: \$ _____		

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